

# Ezequiel Robles Jr.

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## Work Experience

**International Paper** Jul 2015-Jun 2016/May 2017-Present

- Certified Corrugator Tech level B.
- New hire trainer in different positions.
- Duties included operating machines simultaneously as needed for production.

**Apex Systems** Oct 2016-Feb 2017

- Emerson Sensi Support Customer Advocate.
- As an advocate, I handled inbound/outbound calls, and emails in both English and Spanish for technical support for connectivity and HVAC troubleshooting.
- Duties included greeting customers in a friendly and professional manner. Provided superior troubleshooting and detailed education on app and product for users. Troubleshooting also involved testing and wiring of customer HVAC equipment.

**Client Services Inc.** Jul 2016-Sep 2016

- As a Bilingual Agent, I handled all Spanish request accounts on my assigned file.
- Accepted inbound calls and made outbound as well. Performed account maintenance and account payment arrangements.

**Guitar Center** Oct 2014-Aug 2015

- Bilingual Retail Sales Associate in Live Sound and Recording department.
- Duties included tech support both in store and by phone.
- Translating in every department when needed both by phone and in store.

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## Education

- High School Diploma
- Adult and Pediatric First Aid/CPR/AED certified
- Launchcode LC101 Certificate

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## Skills

- Fluent Spanish speaker, reader and writer
- GitHub experience
- MAMP Server experience
- MySQL Alchemy experience
- Spring boot experience
- Python experience
- HTML experience
- CSS experience
- Visual Studio code experience
- IntelliJ IDE experience